**Communications management plan**

1. **INTRODUCTION:-**

The purpose of the Communications Management Plan (CMP) is to define the communication requirements for the project and how information will be distributed. The CMP defines the following:

* Communication requirements based on roles
* What information will be communicated
* How the information will be communicated
* When will information be distributed
* Who does the communication
* Who receives the communication

The CMP will identify and define the roles of persons in this project and it sets the communication framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. The CMP includes a communications matrix which maps the communication requirements of this project. An in-depth guide for conducting meetings details the communications rules and how the meetings will be conducted, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

1. **ROLES:-**
2. **Stakeholder(s)** - includes all individuals and organizations impacted by the project. The Key Stakeholders include executive management with an interest in the project and key users identified for participation in the project.
3. **Project Sponsor** – The Permanent Secretary of the Ministry of Health. The Project Sponsor is the key stakeholder of the project and will provide funding. The Project Sponsor may form part of the project team and it is his acceptance that will be sought at the completion of the project.

1. C**lient** - The client for this project is the National Insect Epidemiology Centre (NIECe). As the client will be accepting the final deliverable of this project they will be informed of the project status including potential impacts to the schedule for the final deliverable or the product itself.
2. **Programme Manager** - The Programme Manager oversees the project at the portfolio level and owns or commands most of the resources assigned to the project. The Programme Manager is responsible for overall program costs and profitability and, as such, they require detailed communications. The National Project Management Company (NPMC) is the Programme Manager for this project and will identify the requisite personnel to represent its functions throughout the project.
3. **Project Manager** - The Project Manager has overall responsibility for the execution of the project. The Project Manager manages day to day resources, provides project guidance and monitors and reports on the projects metrics as defined in the Project Management Plan. As the person responsible for the execution of the project, the Project Manager is the primary communicator for the project distributing information according to this Communications Management Plan. NPMC will identify the project manager for this project.
4. **Project Team** - The Project Team is comprised of all persons who have a role performing work on the project. The project team needs to have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Project Team is responsible for completing the work for the project they played a key role in creating the Project Plan including defining its schedule and work packages. The Project Team requires a detailed level of communications which is achieved through day to day interactions with the Project Manager and other team members along with weekly team meetings.
5. **PROJECT TEAM DIRECTORY:-**

The following table presents contact information for all persons identified in this communications management plan: -

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Organization / Agency** | **Telephone Contact** | **Fax** | **Email** |
| Project Sponsor |  |  |  |  |  |
| Programme Manager |  |  |  |  |  |
| Project Manager |  |  |  |  |  |
| Project Stakeholders |  |  |  |  |  |
| Client |  |  |  |  |  |
| Project Team Members: |  |  |  |  |  |

1. **Communications Matrix:-**

The following table identifies the communications requirements for this project.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Objective of Communication** | **Medium** | **Frequency** | **Audience** | **Owner** | **Deliverables** |
| Kickoff Meeting | Introduce the project team and the project. Review project objectives and management approach. | * Face to Face | Once | * Client * Project Team * Stakeholders | Project Manager | * Agenda * Meeting Minutes |
| Project Team Meetings | Review status of the project with the team. | * Face to Face | Weekly | * Project Team | Project Manager | * Agenda * Meeting Minutes |
| Technical Design Meetings | Discuss and develop technical design solutions for the project. | * Face to Face | As Needed | * Project Technical Staff | Technical Lead | * Agenda * Meeting Minutes |
| Monthly Project Status Meetings | Report on the status of the project to management. | * Face to Face | Monthly | * Customer * Stakeholders | Project Manager |  |
| Project Status Reports | Report the status of the project including activities, progress, costs and issues. | * Face to Face | Monthly | * Customer * Project Team * Stakeholders | Project Manager | * Project Status Report |

**5.0 GUIDELINES FOR MEETINGS:-**

**Meeting Agenda -** Meeting Agenda will be distributed in advance of the meeting. The Agenda should identify the presenter for each topic along with an approximate time limit for that topic. The first item in the agenda should be a review of action items from the previous meeting.

**Meeting Minutes -** Meeting minutes will be distributed within 2 business days following the meeting. Meeting minutes will include the status of all items from the agenda along with new action items and the list of attendees.

**Action Items -** Action Items are recorded in both the meeting agenda and minutes. Action items will include both the action item along with the owner of the action item. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items resulting from the meeting. The review of the new action items will include identifying the owner for each action item.

**Meeting Chair Person -** The Chair Person is responsible for distributing the meeting agenda, facilitating the meeting and distributing the meeting minutes. The Chair Person will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames.

**Note Taker -** The Note Taker is responsible for documenting the status of all meeting items, maintaining a list of attendees and taking notes of anything else of importance during the meeting. The Note Taker will give a copy of their notes to the Chair Person at the end of the meeting as the Chair Person will use the notes to create the Meeting Minutes.

**Time Keeping** – Time keeping for discussions pertaining to items on the agenda and new items for discussion will be the duty of the Chair Person. The Chair Person will determine the duration of discussions.

**DOCUMENT ACCEPTANCE:**

…………………………………………. ………………………..

Client Date

…………………………………………... …………………………

Programme Manager Date